



Michigan's Long-Term Care Connections (MLTCC)

Single Points of Entry for Long-Term Care Supports & Services

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Michigan Governor Jennifer M. Granholm issued Executive Order 2005-14 mandating establishment of three or more Single Points of Entry (SPE) demonstration projects in Michigan. Subsequently Public Act 634 of 2006 required the establishment of four SPE demonstration projects. Both the Executive Order and the public act resulted from recommendations made by the Governor's Medicaid Long-Term Care Task Force issued in May 2004. The SPE entities, now called Long-Term Care Connections, will improve information about long-term care programs and services, and assist with planning for, obtaining access to, and assuring informed choices for persons using long term care services and supports. The goal is to create a single, coordinated system of information and access for all persons seeking long-term care services in the demonstration areas. By focusing on customer experiences, the MLTCC will reduce the confusion often encountered by individuals and families who are seeking information and assistance with looming long-term care situations and will promote decision-making that is centered on the person's goals and preferences, including assisting with wise and efficient decisions about the use of personal and publicly funded resources.

Mission

The MLTCC will improve access and enhance consumer control by providing information and assistance to individuals needing either public or privately-funded services; professionals seeking assistance on behalf of their clients; and individuals planning for their future long-term care needs.

Principles

MLTCC will be a visible and trusted community resource that promotes personal quality of life for individuals needing long term-care supports. Individuals will be assisted in using a person-centered planning process to set goals, make choices, and plan services in line with their individual strengths, preferences, needs and resources. Access to services will be simplified and streamlined. Quality improvement is based on customer feedback.

Development Strategy

To achieve their stated Vision and Mission, MLTCC will develop partnerships and collaborative processes to maximize community participation in the design and delivery of services; create services that are viewed as visible and trusted sources; provide a system of access that appears seamless and user-friendly to the consumer through streamlined processes for intake, eligibility determination, and access to public programs; incorporate consumer direction and person-centered planning into all aspects of long-term care supports and service system; and increase utilization of health prevention programs and caregiver support services.

Functions

Each LTCC project will provide comprehensive *Information and Assistance* services for a range of supports, services, and resources; provide *Long Term Support Options Counseling and Ongoing Choice Support* to improve customer understanding of all long-term care supports that are available, including understanding the impact of each alternative; facilitate information about transitions and options, as preference or conditions

change and when desired, assist in the development of a transition plan; conduct *Functional Eligibility Determination*; coordinate or expedite *Medicaid Financial Eligibility Determination*; offer *Benefits Counseling* to help people learn about and apply for public and private benefits; provide SPE services during emergencies and individual crisis; and facilitate *Person-Centered Planning Process* with consumers.

Outcomes

The success of the MLTCC in removing barriers and improving access will be measured. *Outcomes* to be measured include:

- The extent to which the public views the MLTCC as a trusted source of complete and unbiased information.
- Information is comprehensive and readily available. An increased number of persons have information they need to make informed long-term care choices. Assistance is available at hospitals and other critical locations when needed.
- Access is streamlined. Timeliness for financial eligibility determination meets (or exceeds) federal standard of promptness.
- The persons wishing to transition between long-term care settings have assistance in doing so.
- Increased number of persons who use long-term care supports and services maintain connections with family, neighbors, and friends.
- Persons with disabilities and older adults utilize preventive health activities.
- Planning is person-centered and service decisions are consumer driven.
- Consumers have a defined role in determining quality and prioritizing initiatives.

Regional Demonstration Sites

Michigan committed funding to implement four MLTCC demonstration projects:

- **Detroit/Wayne Long Term Care Connection** serves residents of Detroit, Hamtramck, Harper Woods, Highland Park and the Grosse Pointe area, and later expand to all of Wayne county
- **Southwest Michigan Long Term Care Connection** serves residents of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, Van Buren counties
- **Western Michigan Long Term Care Connection** serves residents of Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, and Ottawa counties
- **Upper Peninsula Long Term Care Connection** serves residents of Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, and Schoolcraft counties

Toll-free Access: 1-866-642-4582

<http://www.michltc.com>

Governance

This initiative results from recommendations of the Michigan Long-Term Care Task Force. Michigan secured an *Aging and Disability Resource Center (ADRC) Grant* from the Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services. Project administration and oversight conducted by the DCH Office of Long Term Care Supports and Services. Partners at the State level include the DCH Medical Services Administration, the Office of Services to the Aging, the Department of Human Services and the Michigan Long-Term Care Supports and Services Advisory Commission.

